GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7002 Rev 1**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Enterprise Data Center	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for the Goddard Space Flight Center (GSFC). The contractor will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Data Center Management Plan, ITIL-based Process and procedures, Performance Measures 6.1.1.3, 6.1.5.3, 6.1.7.3, 6.1.8.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 20, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: See page 4

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):

	FROM	BY	TO
TARGET COST:	$ [redacted]	$ [redacted]	$ [redacted]
TARGET PROFIT:	$ [redacted]	$ [redacted]	$ [redacted]
TARGET PRICE:	$1,774,193.49	$ 387,288.01	$ 2,161,481.50

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:

Mike Bundick / 750 / 7-xxxx

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:

Steve Naus/ 6-9000 — 8/5/10

17. CONTRACTOR

ASRC PRIMUS — 8/6/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.

Natasa R. Robinson 8/6/2010

CONTRACTING OFFICER'S SIGNATURE/DATE

NATASA R. ROBINSON

TYPED OR PRINTED NAME

TASK/REVISION NO.:

7002 Rev 1 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall perform all activities related to running ITCD data centers (i.e., system and database administration, system hosting services, operations and sustaining support services, problem management, etc.) to maximize the availability of services and systems to support the Goddard workforce.

The contractor shall perform the following minimum requirements;

- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a means to enable future evolution of GUEST services, involving all stakeholders in the process.
- Proactively support in GSFC and Agency workgroups and initiatives.
- Provide access to specialized technology expertise and capabilities to support new technology initiatives.
- Provide enhanced level of IT services at a reduced cost.
- Propose and implement improvements for substantial year over year cost savings.
- Provide day-to-day system administration support for the entire GSFC enterprise including servers, desktops and applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Provide operations and maintenance support for enterprise servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all enterprise systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 and Tier 3 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Resolve escalated enterprise customer problems (Tier 2 and 3 support), resolve and fix any reported enterprise system problems. Timely and proactively communicate status of any known outages or issue resolutions to the user community.
- Provide enterprise engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Provide day-to-day system hosting functions for GSFC Data Center. Platforms to be supported include: Unix and Windows; databases to be supported include: Microsoft SQL, Sybase SQL, Oracle, and Adabas; applications to be supported include: a list of over 200 applications.
- Provide enterprise web and application hosting services in order to ensure responsive and reliable domain and enterprise systems performance and availability.

TASK/REVISION NO.:

7002 Rev 1 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Follow Configuration Management and Release Management processes for all server, system and enhancement deployment activities.
- Conduct PDRs, CDRs, SRRs, TRRs, and ORRs for all data center systems implementations to ensure interoperability, functional compliance, and supportability. Follow the ITCD Project Framework and NPR 7120.7
- Assist with Enterprise Architecture development and alignment of IT initiatives with business & mission support requirements at GSFC and the Agency. Ensure that all systems are in accordance with GSFC Enterprise Architecture standards.
- Initiate System Improvement Recommendations (SIRs) for data center/systems operations to ensure reliability, performance, capacity and resource utilization. Leverage existing systems and COTS systems to the greatest extent possible.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Provide data backups for all applicable systems including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Perform enterprise data storage management including allocation, disk configuration, tape library configuration and tape inventory rotation. Proactively plan for any increase in storage capacity or disk space future needs.
- Provide efficient and effective receipt, storage, issue, delivery, and disposal of equipment and software. Ensure excessed hardware are managed and secured in accordance with all applicable Federal and NASA policies and regulations.
- Provide and maintain an installation program that ensures properly configured systems, continuity of user operations, fully-functional applications, and appropriate coordination with the Enterprise Service Call Center, network operations and desktop services support staffs. Ensure installed operating system images comply with prevailing Federal and NASA policies and regulations.
- Develop cost model for application hosting and related support – due September 1, 2010.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 4 OF 4

TASK/REVISION NO.:

7002 Rev 1 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

10. Quality Assurance Requirements:

- SLA 5.4-1
- SLA 5.4-2
- SLA 6.1.3-1 – OS Middleware availability/uptime, Percentage of maintenance changes performed on schedule, Percentage of maintenance windows exceeded,
- SLA 6.1.3-2 – Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.4-1 – Application/Web Server/Database Availability
- SLA 6.1.4-2 – Customer Satisfaction
- SLA 6.1.5-1 – Data Center availability, Server availability
- SLA 6.1.5-3 - Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.8-1 – New database service request fulfillment, Database Availability/uptime
- SLA 6.3-1 – Mission critical data recovery time, Non-mission critical data recovery time
- SLA 6.3-3 – Average time for incident closure for each type of incident (by criticality)
- SLA 6.5.2-2 - Customer Satisfaction
- SLA 6.5.3-1 - % of changes that met customer agreed upon requirements (quality/cost/time)
- SLA6.5.5-1 – Customer Satisfaction
- SLA9.3.4-1

Where no metric is specified for a given SLA, then all of the metrics listed in the Performance Work Statement (PWS) apply. Quality Assurance requirements are in accordance with the PWS.

End of Task

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 4

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	7002 REV 2

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Enterprise Data Center	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide consolidated infrastructure and technology services for the Goddard Space Flight Center (GSFC). The contractor will integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology in support of its mission and to provide a solid foundation for the accomplishment of Federal and Agency directives pertaining to electronic government, identity management, and information security.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Data Center Virtualization Plan, Data Center Management Plan, ITIL-based Process and procedures, Performance Measures 6,1.1.3, 6.1.5.3, 6.1.7.3, 6.1.8.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 20, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: See page 4

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):

	FROM	BY	TO
TARGET COST:	$ [redacted]		
TARGET PROFIT:	$		
TARGET PRICE:	$ 2,161,481.50	$ 169,903.61	$ 2,331,385.11

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Mike Bundick / 750 / 7-1583

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-8800 10/1/10

17. CONTRACTOR
Alan Arthelm 10/1/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
10/1/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATEEA L ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7002 Rev 2 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall perform all activities related to running ITCD data centers (i.e., system and database administration, system hosting services, operations and sustaining support services, problem management, etc.) to maximize the availability of services and systems to support the Goddard workforce.

The contractor shall perform the following minimum requirements;

- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a means to enable future evolution of GUEST services, involving all stakeholders in the process.
- Proactively support in GSFC and Agency workgroups and initiatives.
- Provide access to specialized technology expertise and capabilities to support new technology initiatives.
- Provide enhanced level of IT services at a reduced cost.
- Propose and implement improvements for substantial year over year cost savings.
- Provide day-to-day system administration support for the entire GSFC enterprise including servers, desktops and applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Provide operations and maintenance support for enterprise servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all enterprise systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 and Tier 3 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Resolve escalated enterprise customer problems (Tier 2 and 3 support), resolve and fix any reported enterprise system problems. Timely and proactively communicate status of any known outages or issue resolutions to the user community.
- Provide enterprise engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Provide day-to-day system hosting functions for GSFC Data Center. Platforms to be supported include: Unix and Windows; databases to be supported include: Microsoft SQL, Sybase SQL, Oracle, and Adabas; applications to be supported include: a list of over 200 applications.
- Provide enterprise web and application hosting services in order to ensure responsive and reliable domain and enterprise systems performance and availability.

TASK/REVISION NO.:

7002 Rev 2 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Follow Configuration Management and Release Management processes for all server, system and enhancement deployment activities.
- Conduct PDRs, CDRs, SRRs, TRRs, and ORRs for all data center systems implementations to ensure interoperability, functional compliance, and supportability. Follow the ITCD Project Framework and NPR 7120.7
- Assist with Enterprise Architecture development and alignment of IT initiatives with business & mission support requirements at GSFC and the Agency. Ensure that all systems are in accordance with GSFC Enterprise Architecture standards.
- Initiate System Improvement Recommendations (SIRs) for data center/systems operations to ensure reliability, performance, capacity and resource utilization. Leverage existing systems and COTS systems to the greatest extent possible.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Provide data backups for all applicable systems including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Perform enterprise data storage management including allocation, disk configuration, tape library configuration and tape inventory rotation. Proactively plan for any increase in storage capacity or disk space future needs.
- Provide efficient and effective receipt, storage, issue, delivery, and disposal of equipment and software. Ensure excessed hardware are managed and secured in accordance with all applicable Federal and NASA policies and regulations.
- Provide and maintain an installation program that ensures properly configured systems, continuity of user operations, fully-functional applications, and appropriate coordination with the Enterprise Service Call Center, network operations and desktop services support staffs. Ensure installed operating system images comply with prevailing Federal and NASA policies and regulations.
- Develop cost model for application hosting and related support – due September 1, 2010.

TASK/REVISION NO.:

7002 Rev 2 / Enterprise Data Center

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

10. Quality Assurance Requirements:

- SLA 5.4-1
- SLA 5.4-2
- SLA 6.1.3-1 – OS Middleware availability/uptime, Percentage of maintenance changes performed on schedule, Percentage of maintenance windows exceeded,
- SLA 6.1.3-2 – Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.4-1 – Application/Web Server/Database Availability
- SLA 6.1.4-2 – Customer Satisfaction
- SLA 6.1.5-1 – Data Center availability, Server availability
- SLA 6.1.5-3 - Average time for incident closure for each type of incident (by criticality), Number and percentage of incidents re-opened (as a percentage of total), Customer Satisfaction
- SLA 6.1.8-1 – New database service request fulfillment, Database Availability/uptime
- SLA 6.3-1 – Mission critical data recovery time, Non-mission critical data recovery time
- SLA 6.3-3 – Average time for incident closure for each type of incident (by criticality)
- SLA 6.5.2-2 - Customer Satisfaction
- SLA 6.5.3-1 - % of changes that met customer agreed upon requirements (quality/cost/time)
- SLA6.5.5-1 – Customer Satisfaction
- SLA9.3.4-1

Where no metric is specified for a given SLA, then all of the metrics listed in the Performance Work Statement (PWS) apply. Quality Assurance requirements are in accordance with the PWS.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 5

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7003**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
SEWP	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Program Support

Plan, schedule, and coordinate all SEWP operations, including the establishment of management policies to accomplish long range goals for work packages, and the management support to the Solutions for Enterprise Wide Procurement (SEWP) Program Office. Maintain a comprehensive understanding of the daily office operations and all office products and services.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Performance Metric 6.1.5.3, 6.1.8.3 per Performance Work Statement and as needed by the COTR or Task Monitor.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 6.1.3-1, SLA 6.1.3-2, SLA 6.5-1, SLA 8.1-1, SLA 8.1-2, SLA 8.1-3, SLA 8.1-4, SLA 8.1-5, SLA 8.2-1, SLA 9.3.1-1, SLA 9.3.4-1, SLA 12-1 in accordance with the Performance Work Statement. See section 7 for specific elements of each SLA required to be implemented

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: See section 7

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $2,994,398.80

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
JoAnne Woytek / 703 / 4-7128
Alt – Darlene Coen/703/4-7127

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/18/10

17. CONTRACTOR:
ASRC Primus Solutions 6/18/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
LaShawn K. Davis
CONTRACTING OFFICER'S SIGNATURE/DATE 6/18/10
LaShawn Davis
TYPED OR PRINTED NAME

TASK/REVISION NO.:

7003 / SEWP

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Program Level Support

Provide management support to the Solutions for Enterprise Wide Procurement (SEWP) Program Office. Maintain a comprehensive understanding of the daily office operations and all office products and services.

- Management support – Provide support to SEWP Program Office management. Plan, schedule, and coordinate all SEWP operations, including the establishment and tracking of management policies and projects. Initiate, coordinate, and direct projects related to the business development and management functions of the SEWP Program office.
- Program Strategic Planning support– Provide strategic planning support to SEWP management and personnel. Perform research, analysis, and evaluation of a variety of technical, policy, procedural, administrative and managerial issues.
- Customer Service Management and Quality Assurance Support - serve as internal customer service liaison, defining and clarifying customer requirements, interfacing with customer service technical personnel, and troubleshooting issues. The Contractor shall perform data gathering, entry, and analysis tasks to ensure that SEWP's customers receive quality products and services.

Customer Service Support

Order Processing

Enter and track all SEWP delivery orders as they arrive in the SEWP office via fax, email, or mail. Devise and execute order processing quality control procedures to ensure that each order is processed and tracked accurately, and that no orders are mishandled. Reconcile post-entry data issues including customer based information and updated order information.

Customer Support/Help

Provide customer end-user support for all inbound requests (phone, email, chat, etc.) for all issues related to orders, requests for quote, general contract information, and user ID/password help. Review requests for quote for proprietary content. Review and process support service contractor authorization requests. Track help requests and develop knowledge management data such as frequently asked questions.

Business Support

General Business Support, Business Strategy and Outreach

Provide general business support to the SEWP Program. Participate in strategic planning, customer outreach, contracting/procurement, operations, training, and education. Define and execute marketing strategies.
Plan and organize logistics and staffing for multiple internal staff events each year. These events include annual offsite management retreat and multiple one-day off-site strategic planning events.
Plan and organize logistics and staffing for multiple outreach events each year. These events include training sessions, conferences, quarterly contract holder meetings and technology showcases locally and throughout the United States, as well as international trips. Travel to events to provide on-site support for the SEWP presence.

TASK/REVISION NO.:

7003 / SEWP

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Plan, design, procure and organize marketing materials as well as marketing strategies for the organization.
Maintain Web 2.0 communications via Facebook, LinkedIn, Twitter, Spacebook, etc.
Plan and organize logistics and staffing for the SEWP Annual Conference. This is a major event with attendees representing Contract Holders and customers from throughout the Federal Government.
Support the SEWP Order Processing function by providing comprehensive quality assurance for order processing processes: maintain the SEWP quality management system and perform quality assurance tasks. This support includes

- Internal audit/review support
- Daily operations
- External customer satisfaction surveys
- Data and Documentation management
- Records management

Provide general office management support, including property management, administrative support, purchasing and management of office supplies, physical security management, and front desk staffing.

Financial Management Support

Support the operations of the SEWP Working Capital Fund (WCF). Provide data entry, tracking and interpretation for financial information into various internal and NASA systems. Prepare comprehensive written reports and present briefings and presentations including monthly budget status reports to management on SEWP's financial status. Assist in monitoring the cost and revenue process for the program. Assist with preparation and reports for internal and external audits. Track purchase requests and purchase orders and reconcile with financial and budget systems.

Contract Holder Relationship Management

Provide primary day-to-day interface between Contract Holders (CH) and the SEWP Program Office. Provide CH training and support, including annual one-on-one meetings with each CH both locally and throughout the US. Plan and lead quarterly CH Program Manager Meeting. Coordinate with SEWP PM to track, review and approve SEWP Technology Refreshments (TRs), and requests for additions of specialized products and services. Take the lead role in reviewing scope related questions.
Coordinate with SEWP Customer Service Team to facilitate solutions to issues that arise between SEWP customers and CHs. Assist customer service with order processing related functions especially related to complex orders.
Monitor and make recommendations regarding SEWP Program Performance Assessment of Contract Holders.
Coordinate with Contract Holders and SEWP Technical Support Team to:

- Define requirements for SEWP Contract holder Only Page (CHOP)
- Define requirements for contractually required reports.
- Define requirements for reports and tools to facilitate and enhance the flow of information between the Program and the Contract Holders.

Assist with the generation and distribution of program-related data and statistics.

TASK/REVISION NO.:

7003 / SEWP

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Technical Support

Systems Support

Perform operations and maintenance on all SEWP Program systems ensuring desktop, server, firewall, router and application performance and availability. Proactively monitor systems, report issues, resolve escalated customer requests, and provide engineering solutions to system problems. Ensure all systems are patched in order meet security requirements as well as GSFC and NASA directives.

Support all SEWP desktops, laptops, peripherals, and handheld devices. Provide a single interface for all desktop incidents and service requests. Coordinate with other providers, including the GSFC CNE and ODIN, to resolve issues when required. Maintain and administer program-owned equipment.

Ensure data backups are accomplished in a timely, effective, and consistent manner and provide data recovery support. Coordinate with the customers to ensure efficient use and availability of resources and the survivability of data.

Provision and maintain SEWP development and test environments separate from the production environment, in order to ensure proper validation of systems and applications prior to deployment to the production environment

Manage and maintain the SEWP systems facility, including power, cooling, racks, and physical security.

Proactively monitor systems and provide engineering solutions to system problems.

Develop, implement and monitor required Security Plans for the program. Provide security measures for information and information systems that support its mission, operations and assets. Develop and adapt new processes, procedures, and capabilities to meet emerging IT security policy requirements, threats and vulnerabilities.

Support and maintain the SEWP network. Collaborate with other GSFC groups to ensure that both internal and external communications are operational; as well as to ensure that all SEWP phone and automated call distribution systems are operating effectively. Work with Agency teams to ensure all NASA-wide system management requirements are handled effectively and efficiently.

Support and maintain SEWP enterprise fax capability to ensure continuous availability and integration of the fax service for the order processing function. Support and maintain other office-related technology.

Provide comprehensive analytical support to determine new requirements for existing systems, capabilities, and business processes in accordance with SEWP Program, NASA and GSFC strategic direction. Implement and maintain processes for identifying, researching, and recommending technologies and capabilities that will increase organizational efficiency. Support the procurement of equipment and services both through the Government procurement process and through Other Direct Costs.

Database Operations Support

Perform effective database design, testing, implementation, administration and maintenance in order to support SEWP Program applications. Provide system and database support for complex clustering environments to maximize performance and availability.

TASK/REVISION NO.:

7003 / SEWP

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Software Development

Provide application development services and sustaining engineering support to SEWP Program customer facing applications and websites, Contract Holder applications and websites, and Program internal applications and tools to meet the business requirements of the program.

Develop, produce and maintain digital SEWP Training and informational materials, ensuring their availability through the SEWP website as well as other means such as DVD.

Assist customer service and contract holder relationship manager in updating user information, resolving web and tool related issues and responding to customer questions as they relate to SEWP programs and technology.

Provide product-level technical support for various highly customized SEWP applications, to include:

- Tool testing/enhancements
- Training
- Documentation support
- Special Projects
- COTS products

Quality Assurance Specifics

Provide list of SLA and specific performance metrics for this effort as specified in section 10.

Incorporate Task Plan By Reference

END OF TASK

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7004**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
WFF Application Developement	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide a full range of application development services in designing, developing, configuring and deploying both web-based and client-server systems as required in a timely, efficient and innovative manner.

The contractor shall provide technical support, consulting, and coordination for the orderly gathering and analysis of user requirements, development of systems to achieve these requirements, and testing and configuration of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall provide training and communication for this task to foster a customer-focused approach to information technology service delivery that sees information technology through the lens of the customer.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Software Engineering Management Plan (SEMP), Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.5-1, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. A 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, 9.3.4-1 in accordance with the Performance Work Statement

TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Two two-person day trips to Greenbelt; and two two-person overnight trips to Greenbelt.

OTHER (FUNDING, NTE, HOURS, ETC.): TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $194,418.32

11. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Sue Semancik / 708 / 7-1655

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR SIGN/DATE
Alan Axthelm

1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.

LaShawn K. Davis
CONTRACTING OFFICER'S SIGNATURE/DATE

LaShawn K. Davis
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7004 / WFF Application Development

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Applications currently in process include the following:

- ECHO - Emergency Contact for Hazards and Operations
- TTP - Task Tracking Portal

The contractor shall perform the following minimum requirements

- Provide IT services that enable the GSFC enterprise to operate at maximum efficiency.
- In collaboration with the Government, establish processes, procedures and standards that implements and sustains the GSFC Corporate Identity.
- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a formal customer relationship activity to promote the GSFC Corporate Identity, understand customer requirements and issues and facilitate high-customer satisfaction.
- Identify, implement and maintain an optimum use of industry best practices and standards in the GUEST environment. Only implement those best practices and standards which clearly bring value to GSFC enterprise.
- Continuously research new industry standards and best practices and evaluate for recommendation to implement at GSFC.
- Implement a program organization and service that supports best practice implementation and process improvement.
- Establish an engineering function and innovation process to infuse innovation into program solutions and operations.
- Ensure compliance with NASA and Federal policies and regulations when implementing new processes and procedures.
- Perform application development and system engineering activities consistent with a SEI CMMI level 2 maturity rating. Document processes and practices in the Systems Engineering Management Plan (SEMP).
- Send out timely notifications of any planned and unplanned application outages and/or IT Service degradations to all appropriate user groups. Provide continuous status updates including the restoration of service/system update until the IT Service is restored and/or the outage is complete. Notifications shall be provided via email and/or website updates.
- Tailor content notification to the specific group of users the notification is going out to and their technical knowledge, ensuring user understanding of issue at hand. User groups supported may vary from system administrators to senior management.

TASK/REVISION NO.:

7004 / WFF Application Development

- Perform effective database design, testing, implementation and maintenance in order to responsively support GSFC enterprise applications. Manage database availability and performance; resilience, sizing and capacity. Monitor usage, transaction volumes, response times and concurrency levels. Assist in designing of database alerts and event management including alerting of potential performance or integrity issues with the database.
- Provide data backups for all applications including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Ensure changes are recorded through establishing formal communications and applied to all services and configuration items throughout the service lifecycle.
- Ensure that application management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise
- Employ clear and comprehensive release and deployment plans that enable customers and business plans to align their activities with the plans that minimize unpredicted impact on the production services, operations, and support organization. Ensure customers, users and service management are satisfied with the service transition practices and output, for example, user documentation and training. This activity is responsible for the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service.
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Ensure compliance with Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.
- Develop and maintain development schedules.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7005**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Institutional Application Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide software application sustainment services consisting of the following activities: resolving tier 2 and tier 3 incident requests, problem management, writing and maintaining of code, and meeting project schedules and budgets. Ensure that the application hosting, sustaining engineering and toubleshooting services are provided in a timely, efficient and innovative manner.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Software Engineering Management Plan (SEMP), Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: 2 trips between WFF and Greenbelt

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $468,889.95

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
April Hildebrand / 750 / 6-5680

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

17. CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7005 / Institutional Application Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task.

The scope of this task covers all applications in the Data Center(s) (Greenbelt and WFF) where no other GUEST task specifically addresses an application. Sustaining Engineering activities included, but not limited to, incident management, bug-fixes, enhancement under 40 hours that do not impact form fit or function (aligned with change management processes), problem management, and system improvement recommendation.

The contractor shall perform the following minimum requirements;

- Provide IT services under the single GUEST contract vehicle that enable the GSFC enterprise to operate at maximum efficiency.

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

The contractor shall perform the following minimum requirements;

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide data backups and restoration of the systems including all system files, file systems, directories, databases, and/or user files.
- Provide day-to-day system hosting functions for the application in order to ensure responsive and reliable domain and enterprise systems performance and availability.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements. Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 3

TASK/REVISION NO.:

7005 / Institutional Application Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
4. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
5. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
6. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7007**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ITCD Web Presence	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide unified, enterprise IT services and technology for the Goddard Space Flight Center (GSFC). The ITCD shall integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology that enhance and enable the GSFC mission and compliance with Federal and Agency directives pertaining to electronic government, identity mangement, and information security. The Contractor shall develop and implement an ITCD Web Presence ensuring that the ITCD communications and services align with and support the diverse GSFC mission, programs and end-users.

(continued on the following pages)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Project Plan, Web site content processes and procedures, New ITCD Web site

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – September 30, 2010

SLA 5.4-1 LKD 6/18/10

10. QUALITY ASSURANCE REQUIREMENTS: ~~SLA 5.1-2~~, SLA, 5.4.1-2, SLA 5.7-1 FOR5* metric, SLA 6.5.3-1, SLA 6.5.4-1, SLA 6.5.4-2, SLA 6.5.5-1, SLA 6.6.2-1, SLA 6.6.2-2, SLA 9.3.1-1, SLA 12-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

AUA 6/18/10 LKD

12. OTHER (FUNDING, NTE, HOURS, ETC.):

TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $~~95,563.61~~ 138,902.23

13. TASK ORIGINATOR/MONITOR/CODE/PHONE: Steve Naus / 750 / 6-9000	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
14. BRANCH APPROVAL:	15. DIVISION CONCURRENCE:
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/18/10	CONTRACTING OFFICER'S SIGNATURE/DATE LaShawn K. Davis 6/18/10
17. CONTRACTOR: 6/18/10	TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7007 / ITCD Web Presence

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Rebuild the GSFC ITCD Web presence so that customers can find, with minimal effort, information about and facilitation in acquiring IT and communications services. Content on the site is accurate, current, and clearly presented, and is provided in a variety of methodologies that are readily consumable and understandable by the diverse population represented at GSFC.

The contractor shall perform the following minimum requirements

- In collaboration with the Government, establish processes, procedures and standards that implements and sustains the GSFC Corporate Identity.
- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish formal customer relationship activity to ensure ITCD Web Presence integration of the GSFC Corporate Identity, understand customer requirements and issues and facilitate high-customer satisfaction.
- Identify and implement optimum use of industry best practices and standards in the GUEST environment. Only implement those best practices and standards which clearly bring value to GSFC enterprise.
- Perform application development and system engineering activities consistent with a SEI CMMI level 2 maturity rating. Document processes and practices in the Systems Engineering Management Plan (SEMP).
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.

TASK/REVISION NO.:

7007 / ITCD Web Presence

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Perform the upfront work with customer to ensure significant improvement over previous site's satisfaction and usability levels:
    - Ensure executive stakeholders' agreement on overall site (at predetermined reviews)
    - Ensure site architecture and navigation meets end users' requirements
    - Collaborate with graphic designers on "look and feel"; ensure industry-standard levels of consistency across browsers
    - Collect and populate site with content presented in reader-friendly wording that appeals to all levels of Goddard staff (avoid "IT-speak")
    - Recommend options and implement methods for a content management system that provides necessary workflow processes and reporting elements
    - Recommend processes and procedures on how to ensure upkeep and maintenance of information
    - Provide comprehensive ITCD Web site search capability
    - Coordinate content requirements with ITSM knowledge repository ("Call Center Remedy System" and "ITCD Services Catalog")
    - Ensure portability of Web architecture to multiple device innovations (i.e., Smart phones)
    - Recommend options and implement methods for user interactivity and/or applicable forms of social media

ASRC Task Plan for TO#7007 is incorporated by reference.

End of task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7007 CANCELLED**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ITCD Web Presence	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide unified, enterprise IT services and technology for the Goddard Space Flight Center (GSFC). The ITCD shall integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology that enhance and enable the GSFC mission and compliance with Federal and Agency directives pertaining to electronic government, identity mangement, and information security. The Contractor shall develop and implement an ITCD Web Presence ensuring that the ITCD communications and services align with and support the diverse GSFC mission, programs and end-users.

(continued on the following pages)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Project Plan, Web site content processes and procedures, New ITCD Web site

9. PERFORMANCE/MILESTONE SCHEDULE: **June 21, 2010 – August 20, 2010**

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.1-2, SLA, 5.4.1-2, SLA 5.7-1 FOR5* metric, SLA 6.5.3-1, SLA 6.5.4-1, SLA 6.5.4-2, SLA 6.5.5-1, SLA 6.6.2-1, SLA 6.6.2-2, SLA 9.3.1-1, SLA 12-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):

TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $95,563.61

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Steve Naus / 750 / 6-9000	CONTRACTING OFFICER'S SIGNATURE/DATE 8/20/10
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	LaShawn K. Davis
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000	TYPED OR PRINTED NAME
17. CONTRACTOR: Not Required	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7007 / ITCD Web Presence

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Rebuild the GSFC ITCD Web presence so that customers can find, with minimal effort, information about and facilitation in acquiring IT and communications services. Content on the site is accurate, current, and clearly presented, and is provided in a variety of methodologies that are readily consumable and understandable by the diverse population represented at GSFC.

The contractor shall perform the following minimum requirements

- In collaboration with the Government, establish processes, procedures and standards that implements and sustains the GSFC Corporate Identity.
- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish formal customer relationship activity to ensure ITCD Web Presence integration of the GSFC Corporate Identity, understand customer requirements and issues and facilitate high-customer satisfaction.
- Identify and implement optimum use of industry best practices and standards in the GUEST environment. Only implement those best practices and standards which clearly bring value to GSFC enterprise.
- Perform application development and system engineering activities consistent with a SEI CMMI level 2 maturity rating. Document processes and practices in the Systems Engineering Management Plan (SEMP).
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 3

TASK/REVISION NO.:

7007 / ITCD Web Presence

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Perform the upfront work with customer to ensure significant improvement over previous site's satisfaction and usability levels:
    - Ensure executive stakeholders' agreement on overall site (at predetermined reviews)
    - Ensure site architecture and navigation meets end users' requirements
    - Collaborate with graphic designers on "look and feel"; ensure industry-standard levels of consistency across browsers
    - Collect and populate site with content presented in reader-friendly wording that appeals to all levels of Goddard staff (avoid "IT-speak")
    - Recommend options and implement methods for a content management system that provides necessary workflow processes and reporting elements
    - Recommend processes and procedures on how to ensure upkeep and maintenance of information
    - Provide comprehensive ITCD Web site search capability
    - Coordinate content requirements with ITSM knowledge repository ("Call Center Remedy System" and "ITCD Services Catalog")
    - Ensure portability of Web architecture to multiple device innovations (i.e., Smart phones)
    - Recommend options and implement methods for user interactivity and/or applicable forms of social media

ASRC Task Plan for TO#7007 is incorporated by reference.

End of task CANCELLED ON 8/20/10

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	7008

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Data Center Virtualization Project	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Modernize current enterprise systems and implement new systems to improve GSFC capabilities. System implementation and modernization activities will follow NASA standard lifecycle processes and will include activities such as: planning, design, implementation, test and deployment. Propose a plan for the conversion of the current data center environment (approximately 120 servers and 260 applications) into a virtualized model ensuring cost reductions and conformance to GUEST Configuration Management and Change Control procedures.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Project Plan, Project review packages, Power and Network capacity plans in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: September 1, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1, SLA 6.2-2, SLA 6.5.2-1, SLA 6.5.5-1, 6.5.5-2, SLA 9.3.4-1, in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 186,414.15

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Mike Bundick / 750 / 7-1583

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 8/27/10

17. CONTRACTOR:
Alan Axthelm 8/30/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
8/30/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7008 / Data Center Virtualization Project

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall ensure compliance with all GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, configuration management, etc.)

The contractor shall perform the following minimum requirements;

- Provide a full range of services to design and implement the virtualization of the Code 700 Data Center, currently located in Building 18 and 1 at Greenbelt. Such design shall include the specification of a model for the overall concept of operation for the Data center including the types of servers to be utilized, software (including maintenance) being proposed, as well as the plan for power and network connectivity for the implentation along with cost estimates and diagrams as necessary.
- Conduct project review to ensure interoperability, functional compliance, and supportability. Follow NPR 7120.7 and NPR 7123.1 requirements, when applicable.
- Assist with Enterprise Architecture development and alignment of IT initiatives with business & mission support requirements at GSFC and the Agency. Ensure that all systems are in accordance with GSFC Enterprise Architecture standards.
- Perform requirement analysis, investigate alternative solutions, architecture trade-off, make/buy assessments, system capacity analysis, operations concept development, and document results for any new or existing enterprise systems.
- Ensure all systems, technical capabilities and business processes align with the NASA and GSFC IT Strategic Direction.
- Initiate System Improvement Recommendations (SIRs) for data center/systems operations to ensure reliability, performance, capacity and resource utilization. Leverage existing systems and COTS systems to the greatest extent possible.
- Include data center services in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements. Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

TASK/REVISION NO.:

7008 / Data Center Virtualization Project

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Manage installation activities to minimize disruptions, maximize continuity of user operations, and help to maximize user productivity by providing and maintaining an effective installation program.
- Ensure the installation of properly configured systems, fully-functional applications, provide the necessary customer training, and include appropriate coordination with the Enterprise Service Call Center, network operations and desktop services support staffs to maximize effectiveness.
- Implement an effective and comprehensive service transition activity including the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service. Effectiveness includes ensuring customer, user and service management satisfaction with the service transition practices and output, including, but not limited to user documentation and training.
- Thoroughly plan and communicate releases to minimize unplanned disruptions to production services, operations, and the support organization. Planning shall include the development of roll-back plans to further minimize the extent of any potential disruption. Planning and communication shall include all affected customers to promote alignment of the customer's business plans with the upcoming release to minimize unpredicted impact.
- Coordinate Operational Readiness Reviews (ORR) which will assess satisfaction of all requirements and grant final approval for deployment.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7009**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ICAM System Engineering Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
The purpose of this task is to provide support and system engineering to the Identity, Credential, and Access Management (ICAM) Program. This will include participation at meetings, conferences, and presentations. Specifically this work will include, but not be limited to: analyzing all ICAM related processes and procedures, document reviews, coordinating with each NASA Center on implementing ICAM tools. The individual will be working extensively with the NASA ICAM Project Manager to provide technical assistance in all areas. This task requires both a generalized knowledge of Microsoft products and a detailed background and knowledge of Microsoft Active Directory. The support also includes knowledge of Homeland Security Presidential Directive (HSPD) 12, the associated NIST documents, smartcard technology and e-authentication/authorization philosophy. Input to the various meetings and seminars will not require written documentation, but will necessitate active participation by the representative.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: As specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 6.2-2, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Travel will be required to various locations in both the continental United States and Europe. This is estimated to be approximately 4 trips per calendar quarter (3 months).

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 179,460.60

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Steve Jung/ 750 / 6-5487	6/18/2010 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/18/10	NATESA R. ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions 6/18/10	

GSFC 18-45 (8/94)

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

7009 / ICAM System Engineering Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The contractor shall perform the following minimum requirements;

- Develop planning documents to document strategic and tactical technical initiatives to evolve an IT environment to be in alignment with the Agency's ICAM initiative.
- Perform requirement analysis, investigate alternative solutions, architecture trade-off, make/buy assessments, system capacity analysis, operations concept development, and document results for ICAM.
- Ensure all systems, technical capabilities and business processes align with the NASA Strategic Direction.
- Lead and participate in business process re-engineering efforts when required.
- Implement, document, maintain and apply structured processes for researching and evaluating new technologies which will increase efficiencies and improve customer satisfaction.
- Provide recommendations for technology refresh decisions, cost/benefit analysis.
- Ensure all systems comply with applicable NASA standards and interoperate with other business and technical applications
- Advise GSFC and the Agency on implement industry best practices such in all ICAM related fields.
- Develop and document System Improvement Recommendations (SIRs) for new technology initiatives.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

Incorporate Task Plan By Reference

END OF TASK

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 6

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7010**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
HSPD-12/ICAM Project Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
Provide support and technical assistance to the Identity, Credential and Access Management (ICAM) Project at GSFC. This project was previously known as the Homeland Security Presidential Directive - 12 (HSPD-12) Project. The federal government and NASA have moved beyond the initial HSPD-12 requirements and now have a program called Identity, Credential and Access Management (ICAM) that includes activities to integrate user account management and application authentication into NASA Agency ICAM infrastructure. An unanticipated increase in the workload has resulted in a need for more resources to accomplish the tasks in the required timeframe. Further funding supplements are being provided to keep the increased resources working to ensure the deadlines are met.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Project Plan, Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.5-1, SLA 6.1.2-2, SLA 6.1.3-1, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Periodic travel is required to visit the NASA facilities at GISS in New York and WFF at Wallops Island Virginia. One trip per quarter is estimated for one individual with a duration of 1-2 days for each trip.

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $266,520.10

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
April Hildebrandt / 750 / 6-5680	Natesa R. Robinson 6/18/2010 CONTRACTING OFFICER'S SIGNATURE/DATE
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10	NATESA R. ROBINSON TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7010 / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The major project milestones for the ICAM project occur on September 30, 2010 and September 30, 2011 and specific deliverables shall be documented in the project plan. Additional activities will continue beyond these dates. This task includes the following areas of support:

1. Provide oversight, IT support and a technician to perform the GSFC Regional Administrator Duties for the CBACS System:

- Provide day-to-day system administration support for the CBACS systems including servers, desktops and applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Work with the GSFC desktop computer support contract to utilize common desktop computers where possible. This includes software support, patching and systems administration provided through the desktop services contract where possible.
- Provide operations and maintenance support for enterprise servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all enterprise systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide enterprise engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Utilize established trouble ticketing processes to track status of problems and their timely resolution.
- Act as Regional Administrator and perform the following responsibilities:
    - Manage and configure all CPE devices at GSFC
    - Coordinate the configuration of CPE devices at GSFC remote facilities
    - Configure access levels, time zones, holidays, and global hardware linkages
    - Creates and modifies custom alarm configurations as required by GSFC organizations
    - Configures Center-managed Level workstations (hardware and software)
    - Manages local data interfaces to Level/CBACS
    - Manages remote linkages to regional Lenal/CBACS and IdMAX systems
    - Manage badge status for GSFC and remote facilities and disable badges for departed workers
    - Troubleshoot problems with GSFC Level software
    - Interface with Code 240 staff to troubleshoot problems with readers and panels
    - Serve as the onsite liaison between GSFC and the CBACS Enterprise staff at MSFC
    - Assist in troubleshooting problems that involve both GSFC -managed and Enterprise managed components
    - Provide backup Enterprise Level administration in the event that communication with MSFC is not possible or Enterprise administration is otherwise not available from offsite.

TASK/REVISION NO.:

7010 / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Oversight and management of IT-related components of the CBACS initiative, including equipment located at GSFC's multiple facilities, procurement, installation and operation of GSFC-owned equipment used for fingerprinting, document management, scanning and/or storage.
- Submit and track service requests (SRs) using the MSFC Remedy trouble ticketing system to initiate changes and resolve problems with the CBACS environment.
- Represent GSFC in CBACS-related working groups, meetings and face-to-face presentations. Oversight and development of documentation, instruction and presentation materials.

2. Provide Application integration support for HSPD-12 and NASA Identity, Credential and Access Management (ICAM) compliance, including:

- Provide IT services under the single GUEST contract vehicle that enable the GSFC enterprise to operate at maximum efficiency.
- In collaboration with the Government, establish processes, procedures and standards that implements and sustains the GSFC Corporate Identity.
- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a formal customer relationship activity to promote the GSFC Corporate Identity, understand customer requirements and issues and facilitate high-customer satisfaction.
- Identify, implement and maintain an optimum use of industry best practices and standards in the GUEST environment. Only implement those best practices and standards which clearly bring value to GSFC enterprise.
- Continuously research new industry standards and best practices and evaluate for recommendation to implement at GSFC.
- Implement a program organization and service that supports best practice implementation and process improvement.
- Establish an engineering function and innovation process to infuse innovation into program solutions and operations.
- Maintain compliance with NASA and federal government requirements for HSPD-12 and Identity, Credential and Access Management (ICAM) to migrate existing applications to the NASA ICAM environment. New applications should be developed using ICAM requirements for user account management and authentication.
- Ensure compliance with NASA and Federal policies and regulations when implementing new processes and procedures.
- Perform application development and system engineering activities consistent with a SEI CMMI level 2 maturity rating. Document processes and practices in accordance the Systems Engineering Management Plan (SEMP) .

TASK/REVISION NO.:

7010 / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Send out timely notifications of any planned and unplanned application outages and/or IT Service degradations to all appropriate user groups. Provide continuous status updates including the restoration of service/system update until the IT Service is restored and/or the outage is complete. Notifications shall be provided via email and/or website updates.
- Tailor content notification to the specific group of users the notification is going out to and their technical knowledge, ensuring user understanding of issue at hand. User groups supported may vary from system administrators to senior management.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- Utilize established trouble ticketing processes to track status of problems and their timely resolution.
- Submit and track service requests using the MSFC Remedy trouble ticket system for problems or enhancements needed in the NASA ICAM infrastructure.
- Provide data backups for all applications including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Provide effective and efficient Change Management (CM) processes to ensure changes are recorded through establishing formal communications and applied to all services and configuration items throughout the service lifecycle. Establish process models to handle different type of change such as standard and emergency changes and that are integrated with other service management processes to establish traceability of change, detect unauthorized change and identify change-related incidents.
- Ensure that application management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise
- Employ clear and comprehensive release and deployment plans that enable customers and business plans to align their activities with the plans that minimize unpredicted impact on the production services, operations, and support organization. Ensure customers, users and service management are satisfied with the service transition practices and output, for example, user documentation and training. This activity is responsible for the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service.
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Develop and document a Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.
- Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites.

TASK/REVISION NO.:

7010 / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Provide support to GSFC usage of the NASA Identity Management and Account eXchange (IdMAX) system and the Common Badging and Access Control System (CBACS).
- Design, development and management of reporting and data extracts from LISTS and other systems to assist with data quality assessments, re-badging efforts, Active Directory migration, application integration into NAMS and central authentication sources.
- Provide development support for integration of GSFC applications into the NASA Enterprise Directory (NED) using the Lightweight Directory Access Protocol (LDAP).
- Provide development/testbed support for integration of applications into central authentication sources such as the Agency Active Directory, Enterprise Directory, and eAuthentication.
- Provide design, development, and management of integration of current ITCD-supported applications into NAMS and central authentication sources, in both one-factor and two-factor mode.
- Assure the NASA ICAM authentication architecture is used in support of HSPD-12 and ICAM compliance for applications at GSFC and our remote facilities.
- Participation as a working member in the NASA ICAM Work Groups, including the ICAM Identity Management Group, ICAM Credential Group, ICAM Logical Access Group, and ICAL Physical Access Group, NASA Account Management System (NAMS) team, Cyber Identity Management System (CIMS) team and all Common Badging and Access Control System (CBACS) related work groups.
- Participation in development of a strategy for smartcard integration of applications within the boundaries of OS availability, e.g., windows-based desktops will be available prior to MACs.
- Represent GSFC in working groups, meetings and face-to-face presentations.
- Oversight and development of documentation, instruction and presentation materials.
- Provide Operating System Integration support, including all activities stated above as they pertain to operating systems, plus:
  - Participation in the developing a strategy, design and implementation plan for operating system integration.
  - Participation in developing a plan for providing smartcard readers and middleware for all ODIN and non-ODIN PCs, Macs, and UNIX desktops supported by NASA Standard 2805 and assuring application and OS integration requirements are met.
  - Participation in developing a plan for providing smartcard readers and middleware, or finding alternate solutions, for non-supported UNIX desktops and servers and assuring application and OS integration requirements are met.

TASK/REVISION NO.:

7010 / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

3. Provide HSPD-12 and ICAM Project System Analysis and Integration Support

- Support integration of secure identity management, including supporting systems (e.g. HSPD-12, ICAM, NCAD, NAMS, CBACS, NISE, NOMAD, CIMS, IdMAX, eAuthentication), within Center programs, projects, and systems (e.g. various business applications and ITCD).
- Engage NASA and GSFC working groups, teams, and projects as a identity management and user authentication SME including NASA Active Directory Working Group, Authentication Architecture Working Group, NASA Application Review Working Group, Common Badging and Access Control System (CBACS) Working Groups, NASA Account Management System (NAMS) Team, and Identity Management System (CIMS) Team.
- Provide support for NASA process improvement efforts for onboarding of civil servants, contractors and foreign nationals at GSFC.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as the Federal ICAM Roadmap, XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
- Maintain and sustain applications and systems supporting institutional and base operations disciplines for GSFC business applications as well as Goddard-developed Agency-wide applications.
- Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
- Provide consulting services to GSFC application owners who are migrating their applications to the NASA ICAM environment or are implementing new applications that are required to integrate with NASA ICAM services for user account management or authentication with Agency authentication infrastructure.
- Provide Tier 2 and 3 incident resolution support as necessary for the applications developed and supported.
- Specific HSPD-12 and ICAM application integrations requirement include:
    - Oversight and implementation of development required to integrate applications into NAMS
    - Design, development and management of the integration of LISTS with the Identity

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 6

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	7010 Rev 1

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
HSPD-12/ICAM Project Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):
Provide support and technical assistance to the Identity, Credential and Access Management (ICAM) Project at GSFC. This project was previously known as the Homeland Security Presidential Directive - 12 (HSPD-12) Project. The federal government and NASA have moved beyond the initial HSPD-12 requirements and now have a program called Identity, Credential and Access Management (ICAM) that includes activities to integrate user account management and application authentication into NASA Agency ICAM infrastructure. An unanticipated increase in the workload has resulted in a need for more resources to accomplish the tasks in the required timeframe. Further funding supplements are being provided to keep the increased resources working to ensure the deadlines are met.
(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Software Engineering Management Plan (SEMP), Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR or Task Monitor

9. PERFORMANCE/MILESTONE SCHEDULE: June 20, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.5-1, SLA 6.1.2-2, SLA 6.1.3-1, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.1.4-3, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: Periodic travel is required to visit the NASA facilities at GISS in New York and WFF at Wallops Island Virginia. One trip per quarter is estimated for one individual with a duration of 1-2 days for each trip.

12. OTHER (FUNDING, NTE, HOURS, ETC.):

	FROM:	BY:	TO:
TARGET COST:	$ [redacted]		
TARGET PROFIT:	$ [redacted]		
TARGET PRICE:	$ 266,520.10	$ 119,118.95	$ 385,639.05

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
April Hildebrandt / 750 / 6-5680

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE::
Steve Naus/ 6-9000 10/5/10

17. CONTRACTOR:
Alan Axthelm ASRC Primus Solutions 10/5/10

1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
10/5/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA B. ROBINSON
TYPED OR PRINTED NAME

TASK/REVISION NO.:

7010 Rev - / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The major project milestones for the ICAM project occur on September 30, 2010 and September 30, 2011. Additional activities will continue beyond these dates. This task includes the following areas of support:

1. Provide oversight, IT support and a technician to perform the GSFC Regional Administrator Duties for the CBACS System:

- Provide day-to-day system administration support for the CBACS systems including servers, desktops and applicable applications including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Work with the GSFC desktop computer support contract to utilize common desktop computers where possible. This includes software support, patching and systems administration provided through the desktop services contract where possible.
- Provide operations and maintenance support for enterprise servers, desktops and systems. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all enterprise systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 enterprise incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective enterprise Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide enterprise engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Utilize established trouble ticketing processes to track status of problems and their timely resolution.
- Act as Regional Administrator and perform the following responsibilities:
    - Manage and configure all CPE devices at GSFC
    - Coordinate the configuration of CPE devices at GSFC remote facilities
    - Configure access levels, time zones, holidays, and global hardware linkages
    - Creates and modifies custom alarm configurations as required by GSFC organizations
    - Configures Center-managed Level workstations (hardware and software)
    - Manages local data interfaces to Level/CBACS
    - Manages remote linkages to regional Lenal/CBACS and IdMAX systems
    - Manage badge status for GSFC and remote facilities and disable badges for departed workers
    - Troubleshoot problems with GSFC Level software
    - Interface with Code 240 staff to troubleshoot problems with readers and panels
    - Serve as the onsite liaison between GSFC and the CBACS Enterprise staff at MSFC
    - Assist in troubleshooting problems that involve both GSFC -managed and Enterprise managed components
    - Provide backup Enterprise Level administration in the event that communication with MSFC is not possible or Enterprise administration is otherwise not available from offsite.

TASK/REVISION NO.:

7010 Rev - / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Oversight and management of IT-related components of the CBACS initiative, including equipment located at GSFC's multiple facilities, procurement, installation and operation of GSFC-owned equipment used for fingerprinting, document management, scanning and/or storage.
- Submit and track service requests (SRs) using the MSFC Remedy trouble ticketing system to initiate changes and resolve problems with the CBACS environment.
- Represent GSFC in CBACS-related working groups, meetings and face-to-face presentations. Oversight and development of documentation, instruction and presentation materials.

2. Provide Application integration support for HSPD-12 and NASA Identity, Credential and Access Management (ICAM) compliance, including:

- Provide IT services under the single GUEST contract vehicle that enable the GSFC enterprise to operate at maximum efficiency.
- In collaboration with the Government, establish processes, procedures and standards that implements and sustains the GSFC Corporate Identity.
- Provide a high-quality and consistent customer experience by delivering all GUEST products and services using consistent work processes and standards.
- Establish a formal customer relationship activity to promote the GSFC Corporate Identity, understand customer requirements and issues and facilitate high-customer satisfaction.
- Identify, implement and maintain an optimum use of industry best practices and standards in the GUEST environment. Only implement those best practices and standards which clearly bring value to GSFC enterprise.
- Continuously research new industry standards and best practices and evaluate for recommendation to implement at GSFC.
- Implement a program organization and service that supports best practice implementation and process improvement.
- Establish an engineering function and innovation process to infuse innovation into program solutions and operations.
- Maintain compliance with NASA and federal government requirements for HSPD-12 and Identity, Credential and Access Management (ICAM) to migrate existing applications to the NASA ICAM environment. New applications should be developed using ICAM requirements for user account management and authentication.
- Ensure compliance with NASA and Federal policies and regulations when implementing new processes and procedures.
- Perform application development and system engineering activities consistent with a SEI CMMI level 2 maturity rating. Document processes and practices in the Systems Engineering Management Plan (SEMP).

TASK/REVISION NO.:

7010 Rev - / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Send out timely notifications of any planned and unplanned application outages and/or IT Service degradations to all appropriate user groups. Provide continuous status updates including the restoration of service/system update until the IT Service is restored and/or the outage is complete. Notifications shall be provided via email and/or website updates.
- Tailor content notification to the specific group of users the notification is going out to and their technical knowledge, ensuring user understanding of issue at hand. User groups supported may vary from system administrators to senior management.
- Identify potential or actual system failures through proactive system monitoring to prevent or remedy same. Record systems performance data for performance metrics purposes. Implement an Event Management Process to proactively detect and escalate any exception conditions that may lead to system failures.
- Utilize established trouble ticketing processes to track status of problems and their timely resolution.
- Submit and track service requests using the MSFC Remedy trouble ticket system for problems or enhancements needed in the NASA ICAM infrastructure.
- Provide data backups for all applications including all system files, file systems, directories, databases, and/or user files. Provide restoration of the systems including all system files, file systems, directories, databases, and/or user files. Provide data recovery services including tape restore operations, disaster recovery procedures and COOP strategy.
- Provide effective and efficient Change Management (CM) processes to ensure changes are recorded through establishing formal communications and applied to all services and configuration items throughout the service lifecycle. Establish process models to handle different type of change such as standard and emergency changes and that are integrated with other service management processes to establish traceability of change, detect unauthorized change and identify change-related incidents.
- Ensure that application management-related CM information is accurately recorded in a timely manner by providing an effective, efficient, and integrated Enterprise CM system. This includes developing, maintaining, coordinating, documenting and storing configuration records and making them readily available for use across the GSFC Enterprise
- Employ clear and comprehensive release and deployment plans that enable customers and business plans to align their activities with the plans that minimize unpredicted impact on the production services, operations, and support organization. Ensure customers, users and service management are satisfied with the service transition practices and output, for example, user documentation and training. This activity is responsible for the planning, design, build, configuration, and testing of all software and hardware to create a release package for the delivery of, or changes to the applicable service.
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Develop and document a Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services.
- Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites.

TASK/REVISION NO.:

7010 Rev - / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

- Provide support to GSFC usage of the NASA Identity Management and Account eXchange (IdMAX) system and the Common Badging and Access Control System (CBACS).
- Design, development and management of reporting and data extracts from LISTS and other systems to assist with data quality assessments, re-badging efforts, Active Directory migration, application integration into NAMS and central authentication sources.
- Provide development support for integration of GSFC applications into the NASA Enterprise Directory (NED) using the Lightweight Directory Access Protocol (LDAP).
- Provide development/testbed support for integration of applications into central authentication sources such as the Agency Active Directory, Enterprise Directory, and eAuthentication.
- Provide design, development, and management of integration of current ITCD-supported applications into NAMS and central authentication sources, in both one-factor and two-factor mode.
- Assure the NASA ICAM authentication architecture is used in support of HSPD-12 and ICAM compliance for applications at GSFC and our remote facilities.
- Participation as a working member in the NASA ICAM Work Groups, including the ICAM Identity Management Group, ICAM Credential Group, ICAM Logical Access Group, and ICAL Physical Access Group, NASA Account Management System (NAMS) team, Cyber Identity Management System (CIMS) team and all Common Badging and Access Control System (CBACS) related work groups.
- Participation in development of a strategy for smartcard integration of applications within the boundaries of OS availability, e.g., windows-based desktops will be available prior to MACs.
- Represent GSFC in working groups, meetings and face-to-face presentations.
- Oversight and development of documentation, instruction and presentation materials.
- Provide Operating System Integration support, including all activities stated above as they pertain to operating systems, plus:
  - Participation in the developing a strategy, design and implementation plan for operating system integration.
  - Participation in developing a plan for providing smartcard readers and middleware for all ODIN and non-ODIN PCs, Macs, and UNIX desktops supported by NASA Standard 2805 and assuring application and OS integration requirements are met.
  - Participation in developing a plan for providing smartcard readers and middleware, or finding alternate solutions, for non-supported UNIX desktops and servers and assuring application and OS integration requirements are met.

TASK/REVISION NO.:

7010 Rev - / HSPD-12/ICAM Project Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

3. Provide HSPD-12 and ICAM Project System Analysis and Integration Support

- Support integration of secure identity management, including supporting systems (e.g. HSPD-12, ICAM, NCAD, NAMS, CBACS, NISE, NOMAD, CIMS, IdMAX, eAuthentication), within Center programs, projects, and systems (e.g. various business applications and ITCD).
- Engage NASA and GSFC working groups, teams, and projects as a identity management and user authentication SME including NASA Active Directory Working Group, Authentication Architecture Working Group, NASA Application Review Working Group, Common Badging and Access Control System (CBACS) Working Groups, NASA Account Management System (NAMS) Team, and Identity Management System (CIMS) Team.
- Provide support for NASA process improvement efforts for onboarding of civil servants, contractors and foreign nationals at GSFC.
- Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as the Federal ICAM Roadmap, XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
- Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
- Maintain and sustain applications and systems supporting institutional and base operations disciplines for GSFC business applications as well as Goddard-developed Agency-wide applications.
- Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
- Provide consulting services to GSFC application owners who are migrating their applications to the NASA ICAM environment or are implementing new applications that are required to integrate with NASA ICAM services for user account management or authentication with Agency authentication infrastructure.
- Provide Tier 2 and 3 incident resolution support as necessary for the applications developed and supported.
- Specific HSPD-12 and ICAM application integrations requirement include:
    - Oversight and implementation of development required to integrate applications into NAMS
    - Design, development and management of the integration of LISTS with the Identity

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7011**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Patch Management Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide infrastructure support and technical assistance for patch management at the Goddard Space Flight Center (GSFC) while complying with all Agency patch management requirements. Facilitate patch management to all GSFC networks and remote facilities.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.3-1, SLA 6.1.3-2, SLA 6.1.3-3, SLA 7.3-1, SLA 7.3-2, SLA 7.3-3, SLA, 7.3-4, SLA 7.3-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $161,768.71

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Lynn Baker / Code 762 / 6-7190

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S QUALITY REPRESENTATIVE:

17. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 6/17/10

1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.

6/18/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94) CONTRACTOR: ASRC Primus Solutions
Alan Axthelm

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

7011 / Patch Management Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

1. Provide effective, accurate, and timely information system patch management using the Agency mandated patch management tool. Perform operation and maintenance of patch management servers including account management activities.
2. Coordinate patch management activities with the GSFC Desktop Service Contractor ODIN and GSFC non-ODIN organizations managing desktop systems as needed.
3. Maintain and provide on-demand reports including: current statistics in achieving Agency and Center configuration standards compliance, monthly metrics, and activities that result from customer requests for assistance.
4. Attend working group meetings to contribute to the technical discussions and raise implementation issues.
5. Ensure successful migration from PatchLink to KACE. Develop a KACE operations plan and participate in project reviews throughout the project life cycle. Provide training on the KACE product to the enterprise community.
6. Ensure methods of communications and web content are kept up to date.

Perform all systems engineering, project management, planning, integration, testing, configuration/change management, customer relations and support desk services (i.e., incidents management, problem management and request fulfillment) to successfully operate information system patch management capability (e.g., Agency patch management product) and contribute to the tactical and strategic application of the patch management capability at GSFC. The contractor shall perform the following minimum requirements;

- Provide day-to-day system administration support for the patch management servers, including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Provide operations and maintenance support for servers. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

END OF TASK

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7011 Rev 1**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Patch Management Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide infrastructure support and technical assistance for patch management at the Goddard Space Flight Center (GSFC) while complying with all Agency patch management requirements. Facilitate patch management to all GSFC networks and remote facilities.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

9. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.3-1, SLA 6.1.3-2, SLA 6.1.3-3, SLA 7.3-1, SLA 7.3-2, SLA 7.3-3, SLA, 7.3-4, SLA 7.3-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: See section 7

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT: $ [redacted]
TARGET PRICE: $ 22,761.46

see attached Summary for total 7011 costs. NW

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:	1. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Lynn Baker / Code 762 / 6-7190	6/30/2010
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: 6/29/10	NATESA R ROBINSON
Steve Naus / 6-9000	TYPED OR PRINTED NAME
17. CONTRACTOR: 6/30/10	
ASRC PRIMUS SOLUTIONS	

GSFC 18-45 (8/94)

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 2 OF 2

TASK/REVISION NO.:

7011 Rev 1 / Patch Management Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

1. Provide effective, accurate, and timely information system patch management using the Agency mandated patch management tool. Perform operation and maintenance of patch management servers including account management activities.
2. Coordinate patch management activities with the GSFC Desktop Service Contractor ODIN and GSFC non-ODIN organizations managing desktop systems as needed.
3. Maintain and provide on-demand reports including: current statistics in achieving Agency and Center configuration standards compliance, monthly metrics, and activities that result from customer requests for assistance.
4. Attend working group meetings to contribute to the technical discussions and raise implementation issues.
5. Represent GSFC at Agency Patch Management working groups as required. Travel may be required.
6. Ensure successful migration from PatchLink to KACE. Develop a KACE operations plan and participate in project reviews throughout the project life cycle. Provide training on the KACE product to the enterprise community.
7. Ensure methods of communications and web content are kept up to date.

Perform all systems engineering, project management, planning, integration, testing, configuration/change management, customer relations and support desk services (i.e., incidents management, problem management and request fulfillment) to successfully operate information system patch management capability (e.g., Agency patch management product) and contribute to the tactical and strategic application of the patch management capability at GSFC. The contractor shall perform the following minimum requirements;

- Provide day-to-day system administration support for the patch management servers, including applying patches and upgrades, managing licenses, performance and security monitoring, daily backups, log monitoring and archives.
- Provide operations and maintenance support for servers. Monitor systems performance, proactively plan for scaling the systems, and ensure enterprise system availability and reliability.
- Monitor and analyze any failures or performance degradation for all systems.
- Communicate the status of resolution of any known issues to the enterprise user community; provide continuous and timely ongoing updates via service desk processes.
- Provide efficient and effective Tier 2 incident resolution service for escalated customer requests focused on timely service/system restoration.
- Provide effective Tier 2 and 3 problem resolution service focused on root cause analysis.
- Provide engineering services to resolve/fix any system problems uncovered as a result of the root cause analysis. Develop SIR, as appropriate, to document improvement recommendations.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

END OF TASK

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	**NNG10FE01C**	**7012**

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ICAM Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide technical support to assist the center in meeting the agency application integration and authentication deadlines for fiscal year 2009 / 2010.

The agency deadlines for integrating applications is determined by the application's FIPS categorization (High, Moderate, or Low), and whether it contains PII information. Additional resources are being applied to the project to ensure that the overall Agency goals will be met.

(continued on the following page)

TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: NAMS Integration Status Worksheets, ICAM Application Integration Forms, eAuth Integration Questionnaires eAuth Access Control Specifications, Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

8. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

9. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.4-1, SLA 6.1.4-2, ~~SLA 6.1.4-3~~, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

6/11/10 6/18/10

10. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

11. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $[redacted]
TARGET PROFIT: $[redacted]
TARGET PRICE: $813,961.57

12. TASK ORIGINATOR/MONITOR/CODE/PHONE:	18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Jeannie Gernatt / 740 / 6-5604	LaShawn K. Davis 6/18/10
14. BRANCH APPROVAL: / 15. DIVISION CONCURRENCE:	CONTRACTING OFFICER'S SIGNATURE/DATE
16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE: Steve Naus / 6-9000 6/17/10	LaShawn K. Davis TYPED OR PRINTED NAME
17. CONTRACTOR: ASRC Primus Solutions Alan Axthelm 6/18/10	

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7012 /ICAM Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Assistance will be provided to meet the agency deadlines in the following manner:

NAMS

The NAMS integration process contains the following key areas:

- Meet with Application Owner to complete ICAM Application Integration form
- Build NAMS workflow in test environment
- Process application User List for valid NASA identities
- Establish NASA identities for Users as needed
- Migrate workflow and user lists to production environment

Provide support to the application owners to complete all steps in the integration process. The most time critical portion of the process is the establishment of vetted NASA identities for all current users. Using the PIV, Foreign National, or IT Remote identity processes established in ICAM, the team will work with the application owners to obtain the vetted NASA identities.

Authentication Integration

The authentication integration process contains the following key areas:

- Complete NAMS application integration
- Determine methodology for authentication
- Modify application for authentication
    - Revise application to use Active Directory for user authentication
    - Install Sun Access Manager policy agent on web service and complete integration with eAuth
- Test authentication methodology
- Migrate to production environment

Provide support to the application owners to complete all steps in the integration process. The most difficult portion of the process is the implementation of authentication methodology. Working with the application technical support staff and the agency AI team, assist in development, test and implementation of the chosen authentication methodology.

The contractor shall perform the following minimum requirements;

- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

TASK/REVISION NO.:

7012 /ICAM Support

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
4. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
5. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
6. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.
9. Support integration of secure identity management, including supporting systems (e.g. HSPD-12, NCAD, CBACS, NISE, NOMAD, CIMS, IdMAX, eAuthentication), within Center programs, projects, and systems (e.g. various business applications and ITCD).
10. Engage NASA and GSFC working groups, teams, and projects as a identity management and user authentication SME including NASA Active Directory Working Group, Authentication Architecture Working Group, NASA Application Review Working Group, Common Badging and Access Control System (CBACS) Working Groups, NASA Account Management System (NAMS) Team, and Identity Management System (CIMS) Team.

End of Task

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 3

1. CONTRACTOR:	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	7012 Rev 1

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
ICAM Support	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Provide technical support to assist the center in meeting the agency application integration and authentication deadlines for fiscal year 2009 / 2010.

The agency deadlines for integrating applications is determined by the application's FIPS categorization (High, Moderate, or Low), and whether it contains PII information. Additional resources are being applied to the project to ensure that the overall Agency goals will be met.
(continued on the following page)
TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: NAMS Integration Status Worksheets, ICAM Application Integration Forms, eAuth Integration Questionnaires eAuth Access Control Specifications, Application Code and Documentation per the SEMP, Sustaining engineering schedules, Performance Measures 6.1.1.3, 6.1.4.3, 6.1.7.3, 6.1.8.3, 6.6.2.3 in accordance with the Performance Work Statement and as specified by the COTR, Task Monitor and/or Contract.

8. PERFORMANCE/MILESTONE SCHEDULE: June 21, 2010 – December 31, 2010

9. QUALITY ASSURANCE REQUIREMENTS: SLA 5.4-1, SLA 5.4-2, SLA 5.7-1 FOR4* metric, SLA 5.7-1 FOR5* metric, SLA 6.1.4-1, SLA 6.1.4-2, SLA 6.1.4-3, SLA 6.6.2-1, SLA 6.3-1, SLA 6.6.2-2. SLA 6.6.2-3, SLA 6.6.2-4, SLA 6.6.2-5, SLA 9.3.4-1, SLA 12.1-1 in accordance with the Performance Work Statement

10. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

11. OTHER (FUNDING, NTE, HOURS, ETC.):

	FROM:	BY:	TO:
TARGET COST:	$ [redacted]		
TARGET PROFIT:	$		
TARGET PRICE:	$ 813,961.58	$ (254,580.89)	$ 559,380.69

12. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Jeannie Gernatt / 740 / 6-5604

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 10/5/10

17. CONTRACTOR:
ASRC Primus Solutions 10/6/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
10/5/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

TERESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7012 /ICAM Support Rev 1

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Assistance will be provided to meet the agency deadlines in the following manner:

NAMS
The NAMS integration process contains the following key areas:

- Meet with Application Owner to complete ICAM Application Integration form
- Build NAMS workflow in test environment
- Process application User List for valid NASA identities
- Establish NASA identities for Users as needed
- Migrate workflow and user lists to production environment

Provide support to the application owners to complete all steps in the integration process. The most time critical portion of the process is the establishment of vetted NASA identities for all current users. Using the PIV, Foreign National, or IT Remote identity processes established in ICAM, the team will work with the application owners to obtain the vetted NASA identities.

Authentication Integration
The authentication integration process contains the following key areas:

- Complete NAMS application integration
- Determine methodology for authentication
- Modify application for authentication
    - Revise application to use Active Directory for user authentication
    - Install Sun Access Manager policy agent on web service and complete integration with eAuth
- Test authentication methodology
- Migrate to production environment

Provide support to the application owners to complete all steps in the integration process. The most difficult portion of the process is the implementation of authentication methodology. Working with the application technical support staff and the agency AI team, assist in development, test and implementation of the chosen authentication methodology.

The contractor shall perform the following minimum requirements;

- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement

GODDARD SPACE FLIGHT CENTER	**TASK ORDER** (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 3

TASK/REVISION NO.:

7012 /ICAM Support Rev 1

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

1. Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
2. Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
3. Ensure compliance to the GUEST Software Engineering Management Plan (SEMP) for application development to ensure and improve timely, efficient and quality software engineering support services. Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
4. Provide support and foresight into emerging and developing technologies, system design methodologies, and service delivery strategies to ensure that NASA GSFC remains aligned with industry best practices such as XML, Web Services, EA and Federal EA initiatives and all of the future GSFC business application needs are met and planned for.
5. Ensure all business application development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.
6. Ensure complete understanding of Agency-wide application development initiatives and their relationships and interfaces into existing or requirement for new GSFC applications.
7. Provide Tier 3 incident resolution support as necessary for the applications developed and supported.
8. Attendance at Project Team meetings, participation in telecons, and other activities as requested by the Project Manager is required.
9. Support integration of secure identity management, including supporting systems (e.g. HSPD-12, NCAD, CBACS, NISE, NOMAD, CIMS, IdMAX, eAuthentication), within Center programs, projects, and systems (e.g. various business applications and ITCD).
10. Engage NASA and GSFC working groups, teams, and projects as a identity management and user authentication SME including NASA Active Directory Working Group, Authentication Architecture Working Group, NASA Application Review Working Group, Common Badging and Access Control System (CBACS) Working Groups, NASA Account Management System (NAMS) Team, and Identity Management System (CIMS) Team.

End of Task

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 1 OF 2

1. CONTRACTOR	2. CONTRACT NO.:	3. TASK/REVISION NO.:
ASRC Primus Solutions	NNG10FE01C	7014

4. JOB ORDER NO./PROJECT:	5. FLIGHT HARDWARE/SOFTWARE: CRITICAL GSE (IF YES, OBTAIN BLOCK 16 CONCURRENCE):	6. DESIGNATED FLIGHT ASSURANCE MGR.:
Service Portfolio	☐ YES ☐ NO	

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED):

Code 700, the Information Technology and Communications Directorate (ITCD), was formed to provide unified, enterprise IT services and technology for the Goddard Space Flight Center. The ITCD shall integrate previously disparate service delivery vehicles to provide a more cost-effective and efficient means for the Center to utilize information technology that enhance and enable the GSFC mission and compliance with Federal and Agency directives pertaining to electronic government, identity mangement, and information security. The Contractor shall implement an ITIL-based service portfolio ensuring that the services align with and support the diverse GSFC mission, programs and end-users that includes the development, operation, maintenance and evolution of an IT Service Catalog for all ITCD IT Services that pushes service ordering (request fulfillment) to the end-user.

(continued on the following page)

8. TASK DOCUMENTATION REQUIREMENTS/DELIVERABLE ITEMS: Project Plan, Service Catalog Concept of Operations and related processes and procedures

9. PERFORMANCE/MILESTONE SCHEDULE: September 1, 2010 – December 31, 2010

10. QUALITY ASSURANCE REQUIREMENTS: SLA 5.1-2, SLA, 5.4.1-2, SLA 5.7-1 FOR5* metric, SLA 6.5.3-1, SLA 6.5.4-1, SLA 6.5.4-2, SLA 6.5.5-1, SLA6.6.2-1, SLA6.6.2-2, SLA6.6.2-3, SLA6.6.2-4, SLA6.6.2-5, SLA 9.3.1-1, SLA 9.3.4-1, SLA 12-1 in accordance with the Performance Work Statement

11. TRAVEL, MATERIALS, ETC., KNOWN TO BE REQUIRED: None

12. OTHER (FUNDING, NTE, HOURS, ETC.):
TARGET COST: $ [redacted]
TARGET PROFIT : $ [redacted]
TARGET PRICE: $ 1,208,396.27

13. TASK ORIGINATOR/MONITOR/CODE/PHONE:
Esmond Marvray/ 702 /

14. BRANCH APPROVAL:

15. DIVISION CONCURRENCE:

16. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE:
Steve Naus / 6-9000 8/27/10

17. CONTRACTOR:
Alan Axthelm 8/30/10

18. THIS TASK ORDER IS ISSUED PURSUANT TO THE TERMS OF THE CONTRACT.
Natesa R. Robinson 8/30/2010
CONTRACTING OFFICER'S SIGNATURE/DATE

NATESA R. ROBINSON
TYPED OR PRINTED NAME

GSFC 18-45 (8/94)

TASK/REVISION NO.:

7014 / Service Portfolio

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

The Contractor shall provide technical support, consulting, and coordination for orderly system implementation, integration, and operation of all systems, systems software, and application software, and other products used within the scope of this task. The contractor shall propose a phased approach to delivering a fully integrated service portfolio with an initial service catalog deliver by 9/30 that simply documents ITCD services and points of contact. Future phased shall be proposed in the task plan. The contractor shall ensure compliance and integration with all appropriate GUEST ITIL processes (i.e., incident management, problem management, configuration management, deployment and release management, change management, etc.)

The contractor shall perform the following minimum requirements:

- Include application in the IT service portfolio/service catalog ensuring that the services align with and support the diverse GSFC mission, programs and end-users. Develop, operate, maintain and evolve IT systems and services in accordance with proposed SLAs to support the NASA mission.
- Service catalog alignment with ITCD/GSFC Corporate Identity and ITCD Web presence
- Support project teams in implementing any specific new infrastructure/server requirements for testing and validating individual and enterprise systems and applications prior to deployment to production. Ensure the appropriate IT environment is ready for use on schedule.
- Implement and utilize system monitoring and management tools to proactively monitor and collect system performance and failure data. Proactively detect and escalate any exception conditions that may lead to system failures. Perform trend analysis on production system to identify bottlenecks and prevent potential system failures.
- Provide database developmental support, including initial design, creation, testing, and implementation.
- Provide a schedule management process in order to ensure on-time delivery of contract requirements.
- Comply with the following specifications, standards, policies and procedures as applicable to meet GUEST requirements as defined in Section 12.2 of the Performance work Statement
- Perform requirement analysis, investigate alternative solutions, architecture trade-off, make/buy assessments, system capacity analysis, operations concept development, and document results for any new or existing enterprise systems.
- Ensure all systems, technical capabilities and business processes align with the NASA and GSFC IT Strategic Direction.
- Provide effective and proactive communication and coordination with Network Operations and Desktop Services contractors in order to ensure clear performance accountability, successful mission accomplishment and inclusion in the Service Portfolio/Catalog.
- Use the BMC Remedy ITSM Suite for managing service deliveries and provide IT infrastructure services such as Change Management, Configuration Management, Asset Management.
- Use newScale from newScale, inc. to manage the Service Catalog. Ensure seamless integration with selected ITSM solutions

GODDARD SPACE FLIGHT CENTER	TASK ORDER (INSTRUCTIONS AND DISTRIBUTION ON REVERSE)	PAGE 3 OF 3

TASK/REVISION NO.:

7014 / Service Portfolio

7. DESCRIPTION OF WORK TO BE PERFORMED (OBJECTIVES OR RESULTS DESIRED) (cont'd):

Provide application development, and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner.

- Provide application development and sustainment services consisting of the following activities: requirements gathering, initial planning, design, writing and maintaining of code, and meeting project schedules and budgets, to produce required software. Ensure that the application development services are provided in a timely, efficient and innovative manner. Identify and document security requirements based on user roles and targeted user population.
- Ensure compliance with Section 508 of the Rehabilitation Act of 1973, Children's Online Privacy Protection Act (COPPA), NASA, FISMA and OMB Security Directives, and GSFC web development requirements.
- Develop and maintain development and sustaining engineering schedules for GUEST systems, applications, and websites. Provide recommendations for dividing functionality into modules.
- Ensure development efforts undergo the GSFC defined Software Development Lifecycle (SDLC) and follow Configuration Management, Change Management, Release Management and Deployment processes.

End of Task